



11th November 2025

Our ref: KLG/hsa

Dear Parents and Carers,

As you are aware we introduced a new cashless catering system designed to make breakfast, breaktime and lunchtime service faster, smoother, and more efficient for all students.

This new system uses biometric and facial recognition technology to identify students quickly when they purchase food. We would like to explain how this works and reassure you about data security and privacy.

When a student's fingerprint or facial features are registered, the system does not store an actual image of their face or fingerprint. Instead, it records a set of unique reference points—mathematical patterns that cannot be used to recreate the original image. This process is similar to how modern smartphones use Face ID or fingerprint unlock features.

All biometric data is stored securely on-site within the school's system and is not shared with any third parties. We take data protection very seriously and follow all relevant data security standards.

Students who are not registered in the biometric system can still use the catering service; however, this requires staff to manually look up their details, which significantly increases queue times during busy periods.

We believe this new system will greatly improve the efficiency of our service and enhance the service times for all students.

If you have any questions or would like further information about the system or data security, please don't hesitate to contact us.

Please note: An attachment is included with this that explains how to give permission through the Edulink app.

Yours sincerely,

K Getty
Facilities Manager